



ROBINSON, MCFADDEN & MOORE, P.C.
COLUMBIA, SOUTH CAROLINA

Bonnie D. Shealy

1801 MAIN STREET, SUITE 1200 POST OFFICE BOX 944

COLUMBIA, SOUTH CAROLINA 29202

PH

(803) 778-8900 | (803) 227-1102 direct FAX (803) 252-0724 | (803) 744-1551 direct

bshealy@robinsonlaw.com

VIA ELECTRONIC FILING

Jocelyn Boyd, Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Synergy Business Park
Columbia. SC 29210

Re:

April 26, 2011

Time Warner Cable Information Services Application to Amend its Certificate to include Sandhill Telephone Cooperative Service Area

Docket No. 2011-52-C

Dear Jocelyn:

Enclosed for filing please find the verified Testimony of Charlene Keys on behalf of Time Warner Cable Information Services (South Carolina), LLC, d/b/a Time Warner Cable in the above referenced docket. By copy of this letter we are serving the same on the other parties of record. Should you have any questions, please contact me.

RECEIVED

APR 26 2011

PSC SC CLERK'S OFFICE Very truly yours,

ROBINSON, McFadden & Moore, P.C.

Bonnie D. Shealy

/bds Enclosure

cc/enc:

Lessie Hammonds, ORS Staff Attorney (via email & U.S. Mail)

Margaret M. Fox, Esquire (via email & U.S. Mail)

Julie P. Laine, Group Vice President Regulatory (via email)

Charlene Keys, Area Vice President (via email)

RECEIVED

APR 26 2011

APR 26 2011

RETURN DATE: OF SERVICE:

# BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

Docket No. 2011-52-C

In Re: Application of Time Warner Cable Information
Services (South Carolina) LLC, d/b/a Time
Warner Cable to Amend its Certificate of Public
Convenience and Necessity to Provide
Telephone Services in the Service Area of
Sandhill Telephone Cooperative, Inc. and for
Alternative Regulation

## TESTIMONY OF CHARLENE KEYS

ON BEHALF OF

TIME WARNER CABLE INFORMATION SERVICES (SOUTH CAROLINA), LLC

- 1 Q. PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS FOR THE
- 2 RECORD.
- 3 A. My name is Charlene Keys and I am Area Vice President for Time Warner Cable, South
- 4 Carolina. My business address is 3347 Platt Springs Road, West Columbia, South Carolina
- 5 29170. My telephone number is (803) 744-5497 and my email address is
- 6 <u>Charlene.Keys@TWCable.com</u>.
- 7 Q. WHAT ARE YOUR JOB RESPONSIBILITIES?
- 8 A. I provide leadership oversight both direct line and matrix to all functional groups responsible
- 9 for providing video, voice, and data services throughout the state of South Carolina.
- 10 Q. PLEASE GIVE A BRIEF DESCRIPTION OF YOUR BACKGROUND AND
- 11 EXPERIENCE.
- 12 A. Having joined Time Warner Cable in 2004 as Vice President and General Manager of Voice,
- 13 I have served in varying leadership roles all within the state of South Carolina. I have also
- held senior management positions at KMC Telecom; MCI WorldCom, Inc.; Sprint
- 15 Corporation and Civature Consulting. I have a MBA from Mercer University in Atlanta and
- a BS, Business Administration, from the University of the State of New York.
- 17 Q. ARE YOU FAMILIAR WITH THE APPLICATION TIME WARNER CABLE
- 18 INFORMATION SERVICES (SOUTH CAROLINA), LLC SUBMITTED TO THIS
- 19 COMMISSION?
- 20 A. Yes.
- 21 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?
- 22 A. The purpose of my testimony is to present evidence concerning the financial, technical and

1	managerial abilities of Time Warner Cable Information Services (South Carolina), LLC
2	("TWCIS") and to discuss the proposed expansion of our certificated authority to include the
3	Sandhill Telephone Cooperative, Inc. ("Sandhill or Company") service area.

Q. PLEASE DISCUSS THE MANAGERIAL ABILITY OF TWCIS TO PROVIDE
 TELEPHONE SERVICES IN SOUTH CAROLINA.

A.

In Order Nos. 2004-213, 2005-381(A), and 2009-356 the Commission concluded that TWCIS possesses the managerial and technical resources to provide its interconnected VoIP telephone services. We will rely on our current management team for technical and managerial support. My experience is outlined above. TWCIS will also continue to rely on Julie Laine, Time Warner Cable's Group Vice President, Regulatory. Ms. Laine's qualifications and experience are summarized in Exhibit 6 of the Application which I incorporate by reference.

Locally and nationally (with respect to TWCIS' affiliates), TWCIS is managed and operated by a team of well-qualified and seasoned telecommunications professionals who are providing state of the art services. As indicated in our application, through arrangements with its affiliate Time Warner Cable Inc., TWCIS will have sufficient managerial and technical capability to ensure that TWCIS can provide the services in the Sandhill area. The management teams at Time Warner Cable Inc., based in New York, New York and Columbia, South Carolina, include individuals with extensive experience in successfully developing and operating communications businesses, including local telephone businesses. In addition, Time Warner Cable Inc. possesses the internal managerial resources to support its South Carolina operations. Their expertise in telecommunications makes the Time Warner

1		Cable management team well-qualified to construct and operate facilities on behalf of
2		TWCIS. The officers and management of Time Warner Cable have the technical expertise,
3		developed through designing, constructing, and operating telecommunications networks, to
4		provide the proposed services. Further information concerning Directors and Officers of
5		Time Warner Cable Inc., the parent of TWCIS, can be found in the attached Exhibit 1,
6		portion of Time Warner Cable's Form 10-K for the period ending December 31, 2010.1
7	Q.	DESCRIBE TWCIS' FINANCIAL RESOURCES.
8	A.	The Commission concluded in Order Nos. 2004-213, 2005-381(A), and 2009-356 that
9		TWCIS is financially qualified to provide telephone services in South Carolina. The 2009
10		Telecommunications Company Annual Report filed by TWCIS as Confidential Exhibit 3 to
11		the Application and incorporated by reference illustrates the current financial health of the
12		company. TWCIS also maintains a close relationship with its parent, Time Warner Cable,
13		Inc. which provides funding, financing, and the capital necessary to provide services to
14		customers in the expanded service area. Time Warner Cable's Form 10-Q for September 30,
15		2010, was provided as Exhibit 5 of the Application and is incorporated by reference.
16	Q.	PLEASE DESCRIBE THE COMPANY'S SOUTH CAROLINA OPERATIONS.
17	A.	We currently provide IP Voice Service to residential and business customers in the service
18		areas of Verizon, AT&T, Windstream, Hargray Telephone, Bluffton Telephone, Farmers
19		Telephone Cooperative, Fort Mill Telephone Co., Home Telephone Co., PBT Telecom, Rock
20		Hill Telephone Co., and Horry Telephone Cooperative. We have approximately 1,214

Exhibit 6 of the Application incorrectly referred to "attached" Form 10-for additional information concerning the Directors and Officers of Time Warner Cable. Since Form 10-K for 2010 was not complete at the time of filing the application, it was not attached to the application.

- 1 employees and 23 work locations in South Carolina.
- Q. DESCRIBE THE FACILITIES USED TO PROVIDE VOICE SERVICES IN SOUTH
   CAROLINA.
- Time Warner Cable owns and manages cable systems serving approximately 14 million 4 A. customers in 28 states. We offer IP Voice services over the same Time Warner Cable system 5 facilities that are used to provide video and high-speed data services. We transmit signals 6 using a laser-fed fiber optic cable from origination points known as "headends" and "hubs" 7 to a group of distribution "nodes." Coaxial cable is used to deliver the signals from the 8 individual nodes to the homes and businesses they serve. Our Digital Home Phone and 9 Business Class Phone customers use a voice enabled cable modem that connects to the cable 10 in the customer's home or business. Our system allows the delivery of two-way video and 11 broadband transmissions, which is essential to providing advanced video services, high-12 speed data service and IP Voice Services. 13
- 14 Q. DOES TWICS USE THE PUBLIC INTERNET TO TRANSPORT CALLS?

15

16

17

18

19

20

21

22

A.

No. Unlike Internet phone providers such as Vonage, we do not use the public Internet to transport calls. "Internet protocol" describes the technology being used that digitizes information. The voice enabled cable modem converts the customer's voice from his telephone into Internet protocol packets that are sent onto the Time Warner Cable network. If the person being called is also a Time Warner Cable Digital Home Phone or Business Class customer in South Carolina, then the call would be transported entirely in Internet protocol format, and the voice signals would be received by the receiving party's voice enabled modem. If the person being called is not a Time Warner Cable Digital Phone customer in

- South Carolina, then the Internet protocol voice packets would be routed to a media gateway 1 device that would convert the Internet protocol packets to traditional circuit switched voice 2 signals and route the call over the public switched telephone network to its final destination. 3 HOW DOES TWCIS MARKET ITS SERVICES? 4 Q. TWCIS markets its Digital Home Phone services using direct mail and email campaigns to 5 A. our current customers. We also advertise using local television commercials, newspaper 6 advertising, and radio commercials. 7 DOES TWCIS TARGET A PARTICULAR MARKET? 8 Q. Time Warner Cable traditionally focused on residential customers so initially our focus was 9 A. on residential Digital Home Phone customers. In 2007 we launched a commercial Digital 10 Phone service known as Business Class Phone. Business Class Phone service is geared to 11 small and medium-sized businesses. We have been offering video and high-speed data to 12 businesses for over ten years so this commercial Digital Phone service allows us to offer a 13 bundle of video, high-speed data, and voice services. 14 TELL US WHY IT IS IMPORTANT TO BE ABLE TO BUNDLE SERVICES. 15 Q. In addition to selling our services separately, we focus on marketing differentiated packages 16 Α. of multiple services and features, or "bundles" for a single price. Increasingly, our customers 17 subscribe to two or three of our services. As of September 30, 2010, 59.4% of Time Warner 18 Cable's customers subscribed to two or more of our primary services. Those subscribing to a 19 bundle receive a discount from the price of buying each service separately and have the 20
- 22 Q. WHAT OTHER BENEFITS DOES BUNDLING PROVIDE TO CUSTOMERS?

convenience of a single monthly bill.

21

We are also developing features that operate across two or more of our services or cross-platform features. For example, we are beginning to offer Caller ID on TV feature that displays an incoming call on the customer's television set at no extra charge. We are now working on other cross-platform features such as "PhotoShowTV" which gives digital video subscribers who subscribe to our Road Runner service the ability to create and share their personal photo shows and videos with other Time Warner Cable video subscribers. We are also developing remote DVR management which would allow customers who subscribe to our DVR service to use the Internet to program their DVRs, and a residential phone web portal which allows subscribers to use the Internet to modify Digital Phone features, make payments and listen to voicemail.

## 11 Q. DESCRIBE TWCIS MARKETING STRATEGY.

Α.

A.

Our marketing primarily focuses on bundles of video, high-speed data, and voice services
offered in differentiated but easy to understand packages. It is essential in today's
marketplace to be able to bundle service offerings.

## 15 Q. PLEASE TELL US ABOUT THE SERVICES TWCIS PROPOSES TO OFFER?

We would be offering the same facilities based Internet protocol based voice services and intrastate telecommunications services currently offered in the areas in which TWCIS is certificated in South Carolina. These services include Digital Phone IP voice services to retail residential customers, Business Class Phone IP voice services to retail business customers, and high capacity private line, point to point transmission/telecommunications services to wholesale and retail business customers. We would offer these services pursuant to the South Carolina Tariff No. 1 currently on file at the Commission.

WHERE IN THE SANDHILL TELEPHONE SERVICE AREA DOES TWCIS PLAN TO 1 Q. PROVIDE ITS PHONE SERVICE? 2 TWCIS will offer its services to every consumer it can reach within its network infrastructure 3 Α. in Sandhill's service area. As a normal part of its cable business, Time Warner Cable 4 regularly expands its network into new areas as business conditions warrant. As the Time 5 Warner Cable network expands TWCIS will be able to offer its voice services to additional 6 customers in Sandhill's service area. 7 HOW WILL TWCIS BILL FOR ITS SERVICES? 8 Q. Consumers will be billed for their voice services on a single monthly billing statement which 9 A. includes any other Time Warner Cable services. 10 HOW ARE CUSTOMER INQUIRIES/DISPUTES HANDLED? 11 Q. Customers can contact the company's customer service centers by calling the following 12 A. 13 numbers: 14 Columbia (803) 252-2253 Orangeburg (803) 534-7373 15 (803) 469-2200 16 Sumter Myrtle Beach (843) 913-7941 17 Florence (843) 662-8191 18 Summerville (843) 871-7000 19 Customer service representatives are available twenty-four hours per day, seven days a week. 20 PLEASE EXPLAIN WHY TWCIS IS SEEKING EXEMPTIONS FROM SOME SOUTH 21 Q. 22 CAROLINA REGULATORY REQUIREMENTS. The Commission granted TWCIS certain waivers in Order Nos. 2004-213, 2005-385(A), and 23 A. 2009-356. TWCIS requests a continued waiver of the same requirements in regard to this 24 request to amend its certificate for this additional service area. Specifically, the Commission 25

26

waived the requirements of 26 S.C. Regs. 103-610 (maintaining all record in South

1	Carolina), 103	-631 (direc	tories), a	nd exempted TV	VCIS from	any requ	irement that it mai	ntain
_				1.1 .1 .1 .1	<b>G</b> .	C 4		

2 its financial records in accordance with the Uniform System of Accounts.

## 3 Q. IN YOUR OPINION, WOULD THE ISSUANCE OF AN AMENDED CERTIFICATE TO

4 TWCIS BE IN THE PUBLIC INTEREST?

5

6

7

8

9

10

11

12

13

14

15

16

A.

- Yes. Digital Phone has given more than 4 million customers across the nation a competitive alternative for voice services. It is well documented that competition serves the public interest by bringing about lower rates, improved quality of service, and enhanced services. Amending the certificate will increase competition in Sandhill's telecommunications market using a new technology. As the proposed service relies on existing cable television facilities to reach customer premises, the service represents one of the best hopes for viable competition in the residential telephone market. Granting TWCIS' application will serve the public interest by allowing South Carolina residential consumers in Sandhill's service areas to, for the first time, have access to a facilities-based competitive local telephone service. In addition, IP technology allows the provision of advanced services that integrate voice with data and video services. Furthermore, TWCIS has made a significant investment within South Carolina and provides employment opportunities for South Carolina residents.
- 17 Q. WILL GRANTING YOUR APPLICATION ADVERSELY IMPACT THE AVAILABILITY

  18 OF AFFORDABLE LOCAL EXCHANGE SERVICE?
- No, granting our application will greatly enhance the availability of affordable local exchange service in the State of South Carolina through the introduction of increased competition and alternative service offerings using a new technology.
- 22 Q. DOES TWICS CONTRIBUTE TO THE UNIVERSAL SERVICE FUNDS?
- 23 A. Yes, TWCIS contributes to the state and federal universal service funds ("USF") based on its 24 revenues. We will continue to comply with all Commission orders, rules and regulations in 25 regard to S.C. USF contributions.

1	Q.	DOES TWCIS PAY ACCESS CHARGES AND OTHER INTERCARRIER			
2		COMPENSATION?			
3	A.	We do pay access charges for toll calls and reciprocal compensation for local calls. In			
4		addition to paying access charges, we also collect access charges calls terminating to our			
5		network. We will continue to pay appropriate intercarrier compensation to all incumbent			
6		LECs, including Sandhill.			
7	Q.	WILL THE SERVICE TWCIS INTENDS TO PROVIDE MEET THE SERVICE			
8		STANDARDS OF THE COMMISSION?			
9	A.	Yes. Since TWCIS became certificated in South Carolina in 2004, the Company has operated			
0		without any major incidents or outages and has been reporting its quality of service metrics to			
11		the Office of Regulatory Staff as required by the Commission's regulations. TWCIS			
12		complies with all applicable service standards established by the Commission, and we intend			
13		to continue to comply with all rules, regulations, and service standards.			
14	Q.	IN WHAT OTHER STATES HAS TWCIS OR AFFILIATED ENTITIES BEEN			
15		CERTIFIED TO PROVIDE LOCAL AND/OR INTEREXCHANGE			
16		TELECOMMUNICATIONS SERVICES?			
17	A.	Affiliated entities are certificated in New York, New Jersey, Maine, North Carolina, Texas,			
18		Kansas, Missouri, California, Wisconsin, New Hampshire, Hawaii, Nebraska, Massachusetts,			
19		Ohio, West Virginia, Indiana, Mississippi, Oklahoma, Kentucky, Arizona, Georgia,			
20		Alabama, Washington, Virginia, Illinois, and Colorado.			
21	Q.	IS TWCIS REQUESTING ALTERNATIVE REGULATORY TREATMENT FOR THE			
22		EXPANDED SERVICE AREA?			

Code Sections 58-9-575 and 58-9-585 in Order No. 2004-495. TWCIS requests to be

22

23

24

A.

The Commission authorized TWCIS to implement an alternative regulatory plan under S.C.

- allowed to operate under the same alternative regulatory scheme in Sandhill's service area.
- 2 Under the alternative regulatory treatment, the Commission does not fix or prescribe the
- 3 rates, tolls, charges, or rate structures for TWCIS.
- 4 Q. DOES THIS CONCLUDE YOUR TESTIMONY?
- 5 A. Yes it does.

## VERFICATION

Charlene Keys, being first duly sworn on oath, deposes, and states that she is Area Vice President of Time Warner Cable's Columbia and Hilton Head, South Carolina Markets and that she has read the above and foregoing testimony and knows the contents, that the same are true to the best of her knowledge, information and belief.

Charlene Keys, Area Vice President

Subscribed and sworn to before me this 21, day of April , 2011.

Notary Public for South Carolina
My Commission Expires: 2-3-2013

ANGELA MILBOURNE
NOTARY PUBLIC
STATE OF SOUTH CAROLINA
COMMISSION EXPIRES FEBUARY 3, 2013

# BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

Docket No. 2011-52-C

In Re: Application of Time Warner Cable Information
Services (South Carolina) LLC, d/b/a Time
Warner Cable to Amend its Certificate of Public
Convenience and Necessity to Provide
Telephone Services in the Service Area of
Sandhill Telephone Cooperative, Inc. and for
Alternative Regulation

## TESTIMONY OF CHARLENE KEYS

## EXHIBIT 1

TIME WARNER CABLE INC. FORM 10-K EXECUTIVE OFFICERS OF COMPANY

## UNITED STATES SECURITIES AND EXCHANGE COMMISSION Washington, D.C. 20549

## Form 10-K

## ANNUAL REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the fiscal year ended December 31, 2010 Commission file number 001-33335

## TIME WARNER CABLE INC.

(Exact name of registrant as specified in its charter)

#### Delaware

(State or other jurisdiction of incorporation or organization)



### 60 Columbus Circle New York, New York 10023

(Address of principal executive offices) (Zip Code)

(212) 364-8200

(Registrant's telephone number, including area code)

### Securities registered pursuant to Section 12(b) of the Act:

Title of each class

Name of each exchange on which registered

Common Stock, par value \$0.01

New York Stock Exchange

## Securities registered pursuant to Section 12(g) of the Act:

None

Indicate by check mark if the registrant is a well-known seasoned issuer, as defined in Rule 403 of the securities Act. Tes Ed.
Indicate by check mark if the registrant is not required to file reports pursuant to Section 13 or Section 15(d) of the Act. Yes 🗆 No
Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange
Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been
subject to such filing requirements for the past 90 days. Yes 🗹 No 🗆
Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data
File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (\$ 232.405 of this chapter) during the preceding 12 months (or for
such shorter period that the registrant was required to submit and post such files). Yes 🗹 No 🗆
Indicate by check mark if disclosure of delinquent filers pursuant to Item 405 of Regulation S-K (§ 229.405 of this chapter) is not contained
base in and will not be contained to the best of registrant's knowledge in definitive proxy or information statements incorporated by reference in

Part III of this Form 10-K or any amendment to this Form 10-K. ☑ Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of "large accelerated filer," "accelerated filer" and "smaller reporting company" in Rule 12b-2 of the Exchange Act. (Check one):

rge accelerated filer 🗹

Accelerated filer

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Act). Yes  $\Box$ 

As of the close of business on February 15, 2011, there were 343,385,153 shares of the registrant's Common Stock outstanding. The aggregate market value of the registrant's voting and non-voting common equity securities held by non-affiliates of the registrant (based upon the closing price of such shares on the New York Stock Exchange on June 30, 2010) was approximately \$18.5 billion.

## DOCUMENTS INCORPORATED BY REFERENCE

#### Description of document

Part of the Form 10-K

Portions of the definitive Proxy Statement to be used in connection with the registrant's 2011 Annual Meeting of Stockholders

Part III (Item 10 through Item 14) (Portions of Items 10 and 12 are not incorporated by reference and are provided herein)

## EXECUTIVE OFFICERS OF THE COMPANY

Pursuant to General Instruction G(3) to Form 10-K, the information regarding the Company's executive officers required by Item 401(b) of Regulation S-K is hereby included in Part I of this report.

The following table sets forth the name of each executive officer of the Company, the office held by such officer and the age of such officer as of February 18, 2011.

Name	Age	Office
Glenn A. Britt	61	
l Ellen M. East	49	Chairman and Chief Executive Officer
Michael L. LaJoie	56	Executive Vice President and Chief Communications Officer
		Executive Vice President and Chief Technology Officer
Marc Lawrence-Apfelbaum	55	Executive Vice President, General Counsel and Secretary
Gail G. MacKinnon	48	Executive Vice President and Chief Government Affairs Officer
Robert D. Marcus	45	President and Chief Operating Officer and Acting Chief Financial Officer
Tomas G. Mathews	50	Executive Vice President, Human Resources
Carl U.J. Rossetti	62	Executive Vice President and President, Time Warner Cable Ventures
Peter C, Stern	39	Executive Vice President and Chief Strategy Officer
Melinda C. Witmer	49	Executive Vice President and Chief Programming Officer

Set forth below are the principal positions held during at least the last five years by each of the executive officers named above:

Mr. Britt	Glenn A. Britt has served as the Chief Executive Officer of the Company and its predecessors since August 2001. He also has served as the Company's Chairman since March 2009 and previously from August 2001 to March 2006. Prior to assuming the Chief Executive Officer position, Mr. Britt held various senior positions with Time Warner Cable Ventures, a unit of TWE, certain of the Company's predecessor entities, and Time Warner and its predecessor Time Inc.
Ms. East	Ellen East has served as the Company's Executive Vice President and Chief Communications Officer since October 2007. Prior to that, she served as Vice President of Communications and Public Affairs at Cox Communications Inc., a provider of video, internet and telephone services, from January 2000 having served in various other positions there from 1993. In that capacity, she oversaw internal, external and shareholder communications and community relations and provided strategic advice on public and media relations, industry affairs and regulatory issues.
Mr. LaJoie	Michael L. LaJoie has served as the Company's Executive Vice President and Chief Technology Officer since January 2004. Prior to that, he served as Executive Vice President of Advanced Technology from March 2003 and in the same capacity for the TWC division of TWE from August 2002. Mr. LaJoie served as Vice President of Corporate Development of the Time Warner Cable division of TWE from 1998.

Mr. Lawrence-Apfelbaum

Marc Lawrence-Apfelbaum has served as the Company's Executive Vice President, General Counsel and Secretary since January 2003. Prior to that, he served as Senior Vice President, General Counsel and Secretary of the Time Warner Cable division of TWE from 1996 and in other positions in the law department prior to that.

Ms. MacKinnon

Gail MacKinnon has served as the Company's Executive Vice President and Chief Government Affairs Officer since August 2008. Prior to that, she served as Senior Vice President of Global Public Policy for Time Warner

#### **Table of Contents**

Mr. Marcus

Mr. Mathews

Mr. Rossetti

Mr. Stern

Ms. Witmer

from January 2007. Prior to joining Time Warner, Ms. MacKinnon served as Senior Vice President for Government Relations at the National Cable and Telecommunications Association, where she managed the cable industry's outreach to members of Congress and the Executive Branch from January 2006. Prior to that, she served as Vice President of Government Relations at Viacom Inc. ("Viacom"), an entertainment company, from May 2000 following Viacom's merger with CBS Corporation, a radio and television broadcasting company, where she served as Vice President, Federal Relations from 1997. Prior to that, beginning in 1994, Ms. MacKinnon worked at Turner Broadcasting System, Inc., a cable programming company, as Director of Government Relations.

Robert D. Marcus has served as the Company's President and Chief Operating Officer since December 14, 2010 and continues to serve as the acting Chief Financial Officer. Mr. Marcus served as the Company's Senior Executive Vice President and Chief Financial Officer from January 1, 2008 and as the Company's Senior Executive Vice President from August 2005. Mr. Marcus joined the Company from Time Warner where he had served as Senior Vice President, Mergers and Acquisitions from 2002. Mr. Marcus joined Time Warner in 1998 as Vice President of Mergers and Acquisitions.

Tomas Mathews has served as the Company's Executive Vice President, Human Resources since November 2007. Prior to that, Mr. Mathews served as the Company's Senior Vice President, Human Resources from January 2002. Prior to joining the Company, Mr. Mathews served as the Vice President of International Human Resources at America Online, Inc. (now known as AOL Inc.) from 1999.

Carl U.J. Rossetti has served as the Company's Executive Vice President and President of Time Warner Cable Ventures since April 2009. Prior to that, Mr. Rossetti served as the Company's Executive Vice President, Corporate Development from August 2002. Previously, Mr. Rossetti served as an Executive Vice President of the Time Warner Cable division of TWE from 1998 and in various other positions since 1976.

Peter C. Stern has served as the Company's Executive Vice President and Chief Strategy Officer since March 2008. Prior to that, he served as the Company's Executive Vice President of Product Management from 2005, after serving as Senior Vice President of Strategic Planning from 2004. Mr. Stern joined the Company from Time Warner where he had served as Vice President of Strategic Initiatives from 2001.

Melinda Witmer has served as the Company's Executive Vice President and Chief Programming Officer since January 2007. Prior to that, Ms. Witmer served as the Company's Senior Vice President of Programming from June 2005 and its Vice President and Chief Programming Counsel for programming from 2001. Prior to joining the Company, Ms. Witmer was Vice President and Senior Counsel at Home Box Office, Inc. from 1994.

# BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA DOCKET NO. 2011-52-C

In Re:	<b>)</b>
Application of Time Warner Cable Information Services (South Carolina) LLC, d/b/a Time Warner Cable to Amend its Certificate of Public Convenience and Necessity to Provide Telephone Services in the Service Area of Sandhill Telephone Cooperative, Inc. and	) ) CERTIFICATE OF SERVICE ) ) ) ) )
for Alternative Regulation	-

This is to certify that I, Leslie L. Allen, a legal assistant with the law firm of Robinson, McFadden & Moore, P.C., have this day caused to be served upon the person(s) named below the TESTIMONY OF CHARLENE KEYS in the foregoing matter by placing a copy of same in the United States Mail, postage prepaid, in an envelope addressed as follows:

Lessie Hammonds, Esquire Office of Regulatory Staff 1401 Main Street, Suite 900 Columbia, SC 29201 Margaret M. Fox, Esquire McNair Law Firm, PA P.O. Box 11390 Columbia, SC 29211

eslee aller

Dated at Columbia, South Carolina this 26th day of April, 2011.

eslie L. Allen